



NON-EMERGENCY MEDICAL TRANSPORTATION QUICK SUMMARY GUIDE NH Medicaid FFS & MCO Vendors

Effective 7/1/2022

To request rides for NH Medicaid's Fee for Service (FFS) and Managed Care Organization (MCO) Members, please call the appropriate telephone number listed below.				
Type of Transportation Needed	NH DHHS Fee for Service (CTS)	NH Healthy Families (MTM)	WellSense Health Plan (CTS)	AmeriHealth Caritas New Hampshire (CTS)
Routine Non-Emergency Medical Transportation (Non-Urgent)	Call 844-259-4780 to arrange ride 48-Hour Notice Required	Call 888-597-1192 to arrange ride 3-Day Notice Required	Call 844-909-7433 to arrange ride 48-Hour Notice Required	Call 833-301-2264 to arrange ride 48-Hour Notice Required
Urgent Non-Emergency Medical Transportation: Urgent Care or Emergency Room needing a ride home	Call 844-259-4780 to arrange ride 2-Hour Notice Required	Call 888-597-1192 to arrange ride 3-Hour Notice Requested	Call 844-909-7433 to arrange ride 3-Hour Notice Required	Call 833-301-2264 to arrange ride 2-Hour Notice Required
After Hours Non-Emergency Medical Transportation or Hospital Discharge	Call 844-259-4780 Select 'Less than 48 hours' and leave a message Calls generally returned within 1 hour	Call 888-597-1192 Follow prompts to connect to call center	Call 844-909-7433 Select 'Less than 48 hours' and leave a message Calls generally returned within 1 hour	Call 833-301-2264 Select 'within next 2 business days' and leave a message Calls generally returned within 1 hour
Family and Friends Mileage Reimbursement Program Advance Approval Required	Call 844-259-4780 for authorization	Call 888-597-1192 for authorization	Call 844-909-7433 for authorization	Call 833-301-2264 for authorization
Medical provider escalation number for quick response to transportation need or issue	Call 844-259-4780, press Provider prompt (2) for immediate assistance	Call 888-597-1182	Call 844-909-7433, press Provider prompt (1) for immediate assistance	Call 833-301-2264, press Provider prompt (2) for immediate assistance

- To file a complaint, contact the broker directly using their non-Urgent number.
- TTY Services and the hearing impaired, call: 7-1-1 or 800-735-2964 (relay New Hampshire).
- **Coordinated Transportation Services (CTS):** Business Hours, **ACNH** Monday – Wednesday: 8:00am – 8:00pm; Thursday – Friday: 8:00am – 6:00pm. / **WSHP** Monday – Friday 8:00 am - 8:00 pm / **NH DHHS Fee for Service** Monday – Friday: 8:00am – 5:00pm.
- **Medical Transportation Management (MTM):** Business Hours, Monday – Wednesday: 8:00am – 8:00pm; Thursday – Friday: 8:00am – 5:00pm.